34

METHOD AND SYSTEM FOR QUEUING CALLS BASED ON CALL TIME COMMITMENT

ABSTRACT OF THE DISCLOSURE

A method for routing calls of an automatic call distributor system includes receiving a call from a caller requesting connection with an agent and providing the caller with an option to commit to a predetermined time limit for the call time. The method also includes assigning a higher priority to the call, in response to the caller committing to the predetermined time limit.

10

5

15

20

DAL01:766913.1